

CLAIMS

What is claimed is:

1. A knowledge support system that deals with knowledge search requests and provides effective feedback to dialogue control comprises:

a knowledge representation database;

a generalization algorithm and a similarity matching algorithm for associative searching among a network of conceptual relations; and

a search algorithm to map knowledge database search requests to relevant information items.

2. The knowledge support system of claim 1 further including:

a flexible dialogue act engine algorithm to control the effective flow of information between the individual components of the FNDS.

3. The knowledge support system of clai 2 wherein the flexible dialogue engine algorithm comprises an interpretation algorithm to apply general dialogue act rules to various situations of a multi-turn conversation and to make effective use of the knowledge base as well as the context information.

4. A context information management algorithm and system comprising:

at least one attribute-value data structure for storing useful information of the conversation in progress;

at least one dialogue act rule set that is applied on the combination of context information structure and the conceptual structure;

a communication channel between the context information structure and the dialogue control unit.